KYVU Coordinators Forum
on eRMA & KY Virtual eLearning Portal
August 17, 2005; 3:00 – 4:30 p.m.
Council on Postsecondary Education Conference Room A
and V-tel Session

Attendees:
Allen Lind, KYVU CEO and CPE Vice-President for Information Technology
Bob Gardner, Project Manager, KYVU4K12.org, KYVU
Chela Kaplan, Project Manager, KyEducators.org, Educ. Professional Standards Board
Crystal Riley, Murray State University
Enid Wohlstein, Director of KYVL
Jackie Briscoe, University of Kentucky
Norma Northern, KYVU Chief Operating Officer
Randolph Hollingsworth, KYVU Director of Product Development
Renee Nelson, CPE IT support personnel for V-tel session
Sandy Cook, KCTCS
Terry Patterson, Morehead State University
Tim Anderson, Project Manager, LETky.org, Criminal Justice Training

Members Who Could Not Attend:
Bill St. Pierre, EKU
Carol Schroeder, TIPP, Interdisciplinary Human Devt. Institute
Connie Bolin, CHFS Office of Human Resources Training Gary Cox, AIKCU
Debbie Poweleit, NKU
Gale Rhodes / Joni Allison, UofL
Jeanne Olivas, Office of Government Training
Jana Hickey, JCPS eSchool and CollegeNOW
Linda McAuliffe, Mental Health/Mental Retardation
Harold Kleinert, Interdisciplinary Human Development Institute
Randy Nichols, Sullivan University
Robert Johnson, KCTCS-JCTCS and CollegeNOW
Robert Wyatt / Beth Laves, WKU
Sandra Kestner, KY Adult Education, Professional Development
Stuart Johnston, KY Adult Education, Program Support Services
Susie Edwards, Vocational Rehabilitation
Terri de Yong, KVHS for KYVU4K12.org

Welcome and Introductions
After introductions all around, including some descriptions of what the various providers are doing via KYVU these days, Randolph reminded the KYVU Coordinators of the KYVU Principles of Good Practice. These principles are located on the KYVU website at (www.kyvu.org/partners/prin-good-practice.asp). These statements encapsulate the mission of the KYVU and help craft the role of the KYVU Coordinators. It is the hope of the KYVU that, as the liaison to your institution, you will review these principles and help craft the best processes in your community to adhere most closely to these principles. Randolph asked the members to forward to her any questions or concerns they have about these statements.

eRMA and the KY Virtual eLearning Portal
Since this time of year is particularly hectic for our academic providers and the KYVU Call Center, we discussed how eRMA might be utilized by the institutions' local staff to support the needs of their students (or the potential students who request admittance to the institutions' courses). Randolph reminded the members of the "Common Tasks in eRMA" document sent out last fall and again this spring – and announced that a revised version is coming soon. The life cycle of the KYVU experience is available in a chart (attached to these minutes) and shows the inter-relatedness of the role of the Coordinator, the Call Center, the KYVU 24/7 Technical Help Desk and the KYVL.

In addition, the relationship between the work done in eRMA by the KYVU Coordinator is closely tied to what the KYVU enrollee experiences in the portal. Randolph announced that Shelly Reid of the University of Louisville has crafted a "community group" in the KYVU's ANGEL course management system which functions as a co-requisite for all students who request UofL courses. This environment lays out the various requirements above and beyond the KYVU registration request document that a successful applicant must follow in order to be enrolled in the requested course at UofL. Shelly promised to send screen shots of this new group, titled "Welcome to University of Louisville," to Randolph soon so to share this idea with the rest of the KYVU Coordinators.

In the meantime, the KYVU Coordinators can do many things with eRMA to communicate with those who have requested their courses. Chela Kaplan of EPSB explained how she uses eRMA to enroll students for KyEducators courses, manage course rosters and change multiple or single student enrollment statuses to enhance her students' online experiences and clarify headcount information in eRMA reports. (See attached document on how to use eRMA to pull a report on enrolled learners and to change learner enrollment statuses.)

For Next Time: Joint Meeting with KYVU Library Contacts
Enid Wohlstein, Director of KYVL, offered to bring together the KYVU Library Contacts (www.kyvl.org/html/kyvustudents/contacts.shtml) at the same time as our next quarterly KYVU Coordinators Forum to talk further about what the online registrant can do via the KYVU-VL's free services even before they are admitted to the KYVU Provider institution. It was suggested that this might best take place in early November. Meeting notice requests will be sent out soon to find the best date and time.

Respectfully submitted by
Randolph Hollingsworth, KYVU
August 22, 2005

KYVU Services for our Providers

Provider	service	KYVU
KYVU Coordinator creates new program and course descriptions (and related faculty account requests) in eRMA under "Manage Courses" – communicates with Call Center regarding use of eCommerce and/or date of display of courses on KYVU website.	*KYVU Online Course Catalog*	KYVU Call Center reviews required fields and builds course shells in appropriate course management system(s) and sets new course(s) to display on KYVU website for registration in accordance with Coordinator's descriptions.
Upon successful request for registration, the following happens: • Potential learner receives an auto-email (depending upon the course's business rules) and immediate access to KY Virtual eLearning Portal and KYVU/VL services; • Provider receives admissions and registration data via secure interface batched daily (or gets reports via eRMA)	*KYVU Online Registration*	KYVU processes interface batch uploads and any eCommerce transactions, if appropriate. The KYVU Call Center and 24/7 Technical Help Desk responds to calls from KYVU learners and instructors.
Provider processes requests for registration and batch uploads newly approved registrations and changes to previous enrollments (e.g., withdrawals or drops) – or uses eRMA to change learner status to enrolled or withdrawn.	*KYVU-Provider Interfaces*	KYVU processes interface batch uploads and changes learner status as per provider's indicators (e.g., changing pending to enrolled). This allows the learner access to the course, either single-sign-on or a jump page to external course management system.
Provider maintains quality control of course content and home institution provides learner services such as financial aid, ombud support and academic counseling. Provider institution delivers instruction and credit for course completion, if appropriate.	*Online Learning and Teaching*	The KYVU Call Center and 24/7 Technical Help Desk responds to calls from KYVU learners and instructors. KYVU's service provider maintains backup tapes for emergency retrieval of course data. KYVL provides access to catalogs, electronic databases, Kentuckiana Digital Library, research tutorials, reference services and courier services for interlibrary loan.
If using a KYVU course management system, the instructor must back up the course and learner usage data (between 8 pm and 8 am) at end of term – or end of fiscal year, if virtual term. If for-credit learners require access after term (e.g., incomplete grade), this must be communicated before end of term. If provider uses virtual term, all learners must be marked "did not enroll", "withdrawn" or "completed" by June 30th.	*Completion and Archiving*	KYVU staff processes reports on the number of programs and courses offered via the KYVU and the number of learners enrolled (unduplicated headcounts). CPE Information Technology staff requests providers to indicate which old courses and unneeded user accounts can be deleted from KYVU course management servers.

To check for new requests for enrollment for academic courses in Fall 2005:
Log in at www.kyvu.org
Click on Access eRMA, Manage Reports and Learner Enrollment Report
Under Person Data and Address Data, click on the buttons in the "Show" column for the demographic data you need to upload to your institution's student information system for consideration for admission to the courses requested.

        For example, click on the "Show" box for:
- Last, First Name
- Social Security Number
- Citizenship
- Date of Birth
- Admit Type
- Email
- Permanent Country, State, City, Address, Postal Code, County

Under Course data, click on the "Filter" boxes next to "Term" and "Enrollment Status" and press the "Load Filters" button at the bottom of the page. The page will refresh, so scroll to the bottom of the page and click on "Fall 2005" and the "Refresh Course Information" button. The page will refresh again. Click on "Pending" in the Enrollment Status window. Then click on the "Submit" button.

Now you need to decide how the report will be formatted. Decide how you want the columns ordered. For example, you might want the "Last, First Name" in the far left hand column of the report spreadsheet. Click on "Last, First Name" to select it and then click on the ^ button to move this field to the top of the return order. If you want the report to be sorted by last name, then use the > button to bring it to the "Sort Order" window so that all the returns will be in descending alpha order by last name. If you choose instead to order the report by "Admit Type" then click on that field in the left window and use the > button to move it also into the Sort Order window. On the right hand side of the Sort Order window, click on ^ button to make this field the first by which the report is sorted, and then "Last, First Name" is the next order of sort. So all the students who selected "Freshman (no previous college)" will be in alpha order by their last name, then "High School (currently attending)" students in alpha order, the "New Non-Degree (enrolling for credit not toward degree)" come next, and so on.

Now click on the radio button for "CSV Output" and "Submit Form" – your report is ready for you to save to your computer's hard drive for secure keeping or upload into your institution's student information system.

Single Enrollment into a Course or Group via eRMA
1. Upon login, from within the KY Virtual eLearning Portal, click on "Access eRMA".
2. From the main menu, click on "Manage Learners."
3. From the "Manage Learners" menu, click on "Manage Learners."
4. If a new learner, enter the required fields (those marked * on the learner enrollment form). If the learner has previously enrolled in any KYVU course, click on the "Search" button and use any one of the fields as a way to search for his/her account, press the "Search" button and choose the name of the learner you wish to enroll. Then click on the "Submit" button at the bottom of the form.
5. Click on the "Enrollment" tab.
6. Select the correct provider for which to select a class, from the dropdown box. Then click on the "Next" button.
7. Select the course, the fee status, and the course enrollment status ("Enrolled"). Then click on the "Next" button.

Changing a Learner's Enrollment Status via eRMA
Follow steps 1-5 above. In the "Course List" area, click on the enrollment status of the particular course you wish to change. Click on the arrow for the drop-down box and select the new enrollment status, then press "Submit." The enrollment status change is recorded in the enrollment history.

Batch Enrollment Request Status Change into a Course or Group via eRMA
1. Upon login, from within the KY Virtual eLearning Portal, click on "Access eRMA".
2. From the main menu, click on "Manage Learners"
3. From the "Manage Learners" menu, click on "Batch Enroll Status Updates".
4. Select the provider from the dropdown box.
5. On the remaining items:
    a. Select a term (NOTE: "Virtual term" isfor PD courses only)
    b. Un-select "Generate e-mails" if you do not want e-mails to go out to the enrollees.
    c. Select the type of delimiter that you are using to separate the fields, e.g., comma.
    d. Select the course and section into which to enroll learners.
    e. Paste the information from the text file into the text area. Then click on "Refresh Data".
    f. Select the items in the dropdown boxes that correspond to the order of the data items you are pasting.
    g. Click "Submit."

Change Learner Enrollment Status
The following statuses do not appear in KYVU headcounts:
- Administrative drop = dropped for non-payment
- Cancelled by provider = student had been enrolled in a class roster that was cancelled before the course started, e.g., minimum enrollees count not attained
- Denied by provider = class is closed or student can't get in because he/she did not meet course requirements
- Did not enroll = an error in recording request for registration for a particular course
- Pending = waiting to hear from provider to enroll or deny student OR student's eCommerce transaction is incomplete
The following statuses are included in KYVU headcounts:
- Enrolled = provider requirements met and request for enrollment is allowed
- Withdrawn = enrolled but did not attain completion of course requirements
- Completed = enrolled student of a PD course completed course requirements